



# How to Use This Report

This report is designed to allow health plans and other stakeholders to identify key opportunities to improve clients' health care experiences. For this reason, the report focuses on comparisons of health plan performance with other health plans across the state. While there were nine Healthy Options plans in the year 2000, this report includes data from only the seven plans participating in 2001. For this year's results, each health plan can compare their own results to the aggregate information from these seven Healthy Options managed care plans in Washington State. The report also includes results for FFS clients who have SSI. Because no other FFS programs are contained in this report, there are no aggregate comparison data. Results for both group composites and individual questions are displayed in graphic format.

## Composites

Because the survey covers many topics, comprehensive reporting that includes results for each question may be overwhelming to readers. To keep reporting comprehensive, yet easily understood, the national CAHPS consortium developed and tested groupings of related questionnaire items that were used to report most of the survey results. These groupings are referred to as composites. Results for these composites can be more useful to readers than results for each question. Testing during the development of the CAHPS products showed that consumers found these composites easy to understand and were satisfied with the level of detail.

## Statistical Significance

The bar graphs represent unadjusted percentages of responses for all questions contributing to the composite for each health plan as well as a summary of the seven health plans. For Healthy Options plans, the case-mix adjusted mean of the categories of responses was computed for the individual plans as well as for the seven-plan aggregate. These adjusted means were compared to determine statistically significant differences. P-values less than or equal to 0.05 were considered significant. The comparison group on all graphs depicts frequency distributions for survey data aggregated for the seven plans.

Stars were assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance is significantly better or worse than the statewide mean for the seven Healthy Options plans. Plans with means that are statistically better than the statewide mean are noted with three stars. Plans with means that are statistically worse than the statewide mean are noted with one star. Plans with means not statistically different from the overall mean are noted with two stars. All survey results are weighted to account for sampling methodology.

For FFS clients, bar graphs of percentages are not case-mix adjusted. Stars are not presented because there is no comparison group for this program. Survey results are weighted to account for sampling methodology.

## Case-Mix

As described above, the stars represent relative ratings of the overall mean for the seven Healthy Options plans. Because case-mix may result in differences in ratings between plans that are not due to differences in quality, the overall means are case-mix adjusted so that plans are more comparable. (For further explanation, see "Analysis" section.)

# Type of Presentations in This Report



Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report:

## Summary Tables

Three tables in the Executive Summary provide a quick look at how Healthy Options plans compare to the statewide aggregate of the seven plans on each of the five composites and four overall satisfaction rating measures for the core CAHPS questions. These core questions are presented for the general Medicaid-eligible population of all children 13 years old and younger, and for children with special health care needs. Also presented are the four composites specific to children with special health care needs. The stars illustrate statistically significant differences from the aggregate mean of the seven health plans.

An additional table shows a quick summary of survey responses for FFS clients who met the special health care needs criteria. The table includes each of the five composites and four overall satisfaction rating measures for the core CAHPS questions and the four additional composites related to children with special health care needs. Because there is no comparison group, only percentages for the composite responses are presented.

## Bar Graphs

A series of bar graphs present composite and individual question-level results for all questions for which Never/Sometimes/Usually/Always, or A Big Problem/A Small Problem/Not A Problem responses were possible. Some survey items have a 0-10 rating scale as response options. These items are recoded into three categories, so that the formats of the data entered into the significance tests are consistent across all questions.

Graphic displays in this report provide comparative data for individual health plans and aggregated results for the seven plans. Because of limited space, please note that bars with neither a number nor a % sign had less than a 6 percent response in that category. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that have fewer than 85 responses are included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case mix adjustments (see “Case Mix”) are taken into account when computing stars, but not bar graphs.

## How This Report Shows Survey Results

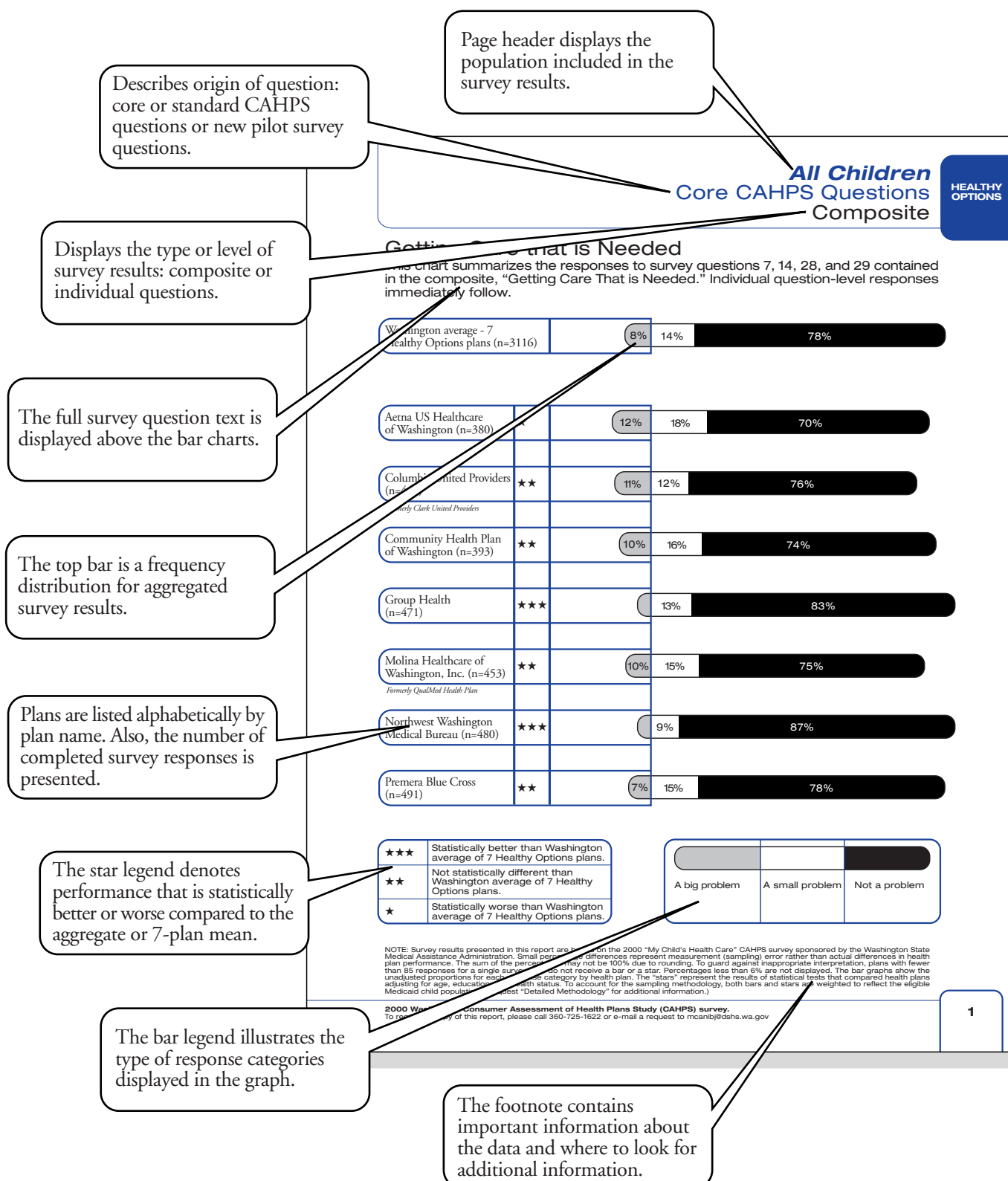
This report presents data in separate sections for Healthy Options (blue tabs) and FFS (green tabs) respondents. For Healthy Options plans, results are presented for two study populations: (1) all eligible Medicaid children 13 years old and younger, (2) a subset of eligible Medicaid children with chronic or special health care needs who met criteria based on survey questions. The FFS section includes children who are not in foster care. Because the FFS children we sampled included only clients with SSI benefits, most met the criteria for children with special health care needs. For this reason, data results in this section are presented only for children who have chronic or special health care needs. In each section more detail of the composite measures and individual questions that make up that composite is provided. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of the seven health plans participating in 2001 and the aggregate of the seven plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up that composite. All survey results are weighted to account for sampling methodology.



# How to Read the Bar Charts

## Healthy Options

Below is an explanation of how to read the information contained in this report.



# How to Read the Bar Charts

## Fee-for-Service (SSI)



Below is an explanation of how to read the information contained in this report.

